



# SERVE Illinois

N E W S L E T T E R

A Prevention First, Inc. publication

July 2005

## Partners Support Community-Based Learn & Serve

The Lessie Bates Davis Neighborhood House Teen REACH Program currently participates in the Community-Based Learn and Serve program in Region 5. Collaborating partners are: University of Illinois Extension Program, East Louis School District 189, the American Red Cross, St. Vincent DePaul Food Pantry/Shelter, NELLY 4 SHO 4 KIDS Foundation and Mike Jones Foundation.

During the 2005 program year, the House, along with collaborating partners, held the following events:

**February 2** - Mike Jones Foundation/Habitat For Humanity

- Where: Brooklyn, IL
- Objective: Clean grounds/Dedicate new home for needy family.

**April 23** - Feed the Homeless Day

- Where: St. Vincent DePaul, 3817 State St., Chicago
- Objective: Feed 100-150 needy people and families.

**April 26** - Charles Drew Blood Drive/ American Red Cross

- Where: Lessie Bates Davis Neighborhood House Family Development Center, 1045 State St., Chicago
- Objective: Education on the importance of giving blood, help with the shortage from donors.

**May 26** - Weed & Seed Day

- Where: Jackie Robinson Khoury League, 29th and Louisiana Avenue East St. Louis
- Objective: Provide a positive safe haven for kids during the summer and build baseball dugouts, help restore dugouts and bleachers, and cut the grass on identified fields.



**June 4** - Bone Marrow Drive

- Where: Jackie Joyner -Kersee Center, 101 Jackie Joyner Way
- Objective: Educational awareness and the importance of donating bone marrow in the African American community. Star Nelly's sister recently passed while waiting for a bone marrow match. We were planning this event prior to her death. The Teen REACH Program, in conjunction with NELLY 4 SHO 4 KIDS Foundation, will keep her dream of bone marrow education alive!

During the 2005-06 academic year, the Lessie Bates Davis Neighborhood House, along with the Greater East St. Louis Youth Coalition, will continue to get youth involved in a variety of service learning projects to enhance and emphasize the importance of young teens involved in service learning.

### Illinois AmeriCorps Members Earn \$35.7 Million for Higher Ed

The Corporation for National and Community Service announced that AmeriCorps members from Illinois have earned more than \$35.7 million in AmeriCorps Education Awards since the program was launched in 1994. Nationally, AmeriCorps members have earned more than \$1 billion dollars in Education Awards.

"One of the core principles of AmeriCorps—modeled after the GI Bill—is that by serving your country, you earn educational opportunity," said Corporation CEO David Eisner.

AmeriCorps members who complete their terms of service earn an AmeriCorps Education Award that can be used to pay education costs at qualified institutions of higher education or training, or to repay qualified student loans. The award currently is \$4,725 for a year of full-time service, with lesser awards for part-time service. While serving, AmeriCorps members are also eligible to defer payments on student loans. AmeriCorps will pay all or a portion of the interest that accrues on a qualified student loan during the term of service. This amount is in addition to the Education Award. A member has up to seven years after his or her term of service to claim the award.

*Want volunteer information? Go to [www.illinois.gov/volunteer](http://www.illinois.gov/volunteer)*

## Message from the Secretary



Each year, a call to service for volunteers throughout Illinois and the nation is heeded by thousands of people willing to donate their time to make a difference. The dedication and kindness of volunteers who give of themselves to improve the quality of life for others in their communities helps make our state great. Volunteers come in all different shapes, sizes and ages. Volunteers are the heroes within our communities.

Programs such as AmeriCorps, Learn and Serve America, and AmeriCorps Alumni have made our communities and this nation a better place. Whether it is through AmeriCorps members cleaning up gardens, neighborhoods and parks; or Community-Based Learn and Serve youth conducting a bone marrow drive; or AmeriCorps Alumni traveling the state to raise funds for a library; their volunteer efforts inspire, change and enhance the lives of others. Giving back enriches the lives of the recipient and the donor.

We at DHS and the Illinois Commission on Volunteerism and Community Service offer youth and adults the opportunity to serve their communities through programs such as the AmeriCorps and Community-Based Learn and Serve programs. Whether you are a person with a disability, a youth, a young adult or a senior citizen, there is a volunteer opportunity available for anyone who is interested in serving their community and enriching their own lives.

I hope that all of you take an opportunity to recognize the unsung heroes in your own communities and reach out to those who are willing to serve their communities and this great nation through volunteering.

Carol L. Adams, Ph.D., Secretary  
Illinois Department of Human Services

## Message from the Chair



The House Labor-HHS Appropriations subcommittee recommended \$914 million for the Corporation for National and Community Service (CNCS) and its programs for fiscal year 2006. We now have more details about how the numbers break down:

Domestic Volunteer Service Act (DVSA)  
VISTA: \$96.4 million  
RSVP: \$60.2 million  
Foster Grandparent Program: \$112 million  
Senior Companion Program: \$47.4 million  
Special Volunteer Program (Teach for America): \$2 million  
Program Administration: \$39.7 million

Total for DVSA: \$357.9 million

National and Community Service Act (NCSA)  
AmeriCorps Grants: \$270 million  
NCCC: \$25.5 million  
National Service Trust: \$146 million  
Learn and Serve America: \$40 million  
Innovation and Demonstration: \$9.9 million  
Evaluation: \$4 million  
Partnership Grants: \$15 million  
State Commission Administrative Grants: \$12.6 million

Total for NCSA: \$523 million

Other  
Salaries and Expenses: \$27 million  
Office of Inspector General: \$6 million

Total for CNCS: \$914 million

The subcommittee bill funds the president's request except for a \$5 million reduction in recommended funding for AmeriCorps grants and a \$2 million reduction in the Special Volunteer Program for Teach for America. In a very tight budget year, this is a testament to the bipartisan support for our programs by both the president and Congress.

Today's markup is one step in a long process. The bill now goes to the full Appropriations Committee next week for consideration, and then on to the House floor. The Senate must also move a bill through its process, and a conference committee must reconcile the two bills before they are sent to the president for signature sometime in the fall. As each step in the process continues, we will share information with you as it becomes available.

Sincerely,

Robert E. Dwyer, Jr.  
Illinois Commission on Volunteerism  
and Community Service

# Project YES Community Garden Makeover

On April 16, AmeriCorps Project YES members, other organizations and community members revitalized the beauty and value of five community gardens in Chicago's Humboldt Park area. Volunteers cleared away winter damage and prepared the gardens to be used by neighborhood residents. These gardens are not only used to grow vegetables and flowers, but are an important asset to community unity: as neighbors work together to keep the gardens growing and attractive, they strengthen the bond that comes from sharing responsibility, resources and ownership.



Jumpstart AmeriCorps and Project YES teamed up to overhaul the Campbell Street Community Garden. Under the direction of garden manager Mike Bancroft, volunteers removed garbage and leaves, and uncovered multiple planting beds riddled with weeds. AmeriCorps members and community volunteers transformed this winter-torn, leaf-covered city lot into a manageable, mulch-dusted garden.

## New Value for Volunteer Time

Independent Sector announced that the 2004 estimate for the value of a volunteer hour increased from \$17.19 per hour in 2003 to \$17.55 per hour. This is a tool that can be used to help organizations quantify the enormous value volunteers provide.

Nationally, Independent Sector estimates that the total value of hours volunteered in 2004 was equivalent to approximately \$272 billion of contributed service. "No number can adequately capture the true value volunteers bring to so many causes and communities across this country," said Diana Aviv, president and CEO of Independent Sector.

The hourly value of volunteer time is based on the average hourly wage for all non-management, non-agriculture workers as determined by the Bureau of Labor Statistics, with a 12 percent increase to estimate for fringe benefits.



Congressman Mark Kirk showed his support for national service by speaking to AmeriCorps members from City Year Chicago and YouthBuild on National Youth Service Day. He is with Luis Diaz of City Year Chicago's Young Heroes program.

*The mission of the Illinois Commission on Volunteerism and Community Service is to improve Illinois communities by supporting and enhancing volunteerism and community service. Commissioners, appointed by the governor, represent experience in local government, labor, education, older adults, public health, non-profits, business, volunteerism and national service.*



### COMMISSION MEMBERS

(Web address - [www.illinois.gov/volunteer](http://www.illinois.gov/volunteer))

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### COMMISSION STAFF

Michael Gaines, Program Officer

### IMPORTANT CONTACTS AT DHS

Steven Guerra, Director,  
Division of Community Health and Prevention

Kim Fornero, Bureau Chief of the Bureau of  
Community Based and Primary Prevention

# Volunteer Retention Takes Effective Supervision

*This article is the last in a nine-part series for volunteer managers. The articles were condensed from "A Guide to Managing Successful Volunteer Programs," available through the Illinois Commission on Volunteerism and Community Service.*

To retain volunteers, ensure they are satisfied with their experience. If their motivations and interests in volunteering are met by the assignment, supervisor and organization, volunteers will remain with the agency unless life circumstances force them to make a change.

Each volunteer has a different set of needs, a different reason why they volunteer and a different motivation, so the most important element in developing satisfied volunteers is creating a good match for them with a job that meets their interests and needs. The interview process is the point when volunteer program managers must probe to understand why the candidate wants to volunteer. And from this information, the manager will know whether the agency has a job that is a good match.

Effective supervision and sincere recognition are other key elements in retaining volunteers. If these pieces are in place, the volunteer will be doing what they want to do with a supervisor who understands and appreciates them. It will eliminate the common volunteer complaint that they rarely see their supervisors or they don't have enough to do.

Many volunteers also need to feel a sense of the whole, that how they are spending their time connects to the overall mission of the agency is affecting the client, even the world. Many young working people who volunteer are looking for fulfillment above and beyond what they get from their paying job in the business world. Others want vocational experience. Still others need basic interaction in their lives and are motivated by a desire to affiliate or belong to a place or group of people

According to a research study published in the Journal of Volunteer Administration, and cited by Rick Lynch and Steve McCurley in their book "Volunteer Management," the top 20 factors that are important to volunteers are:

1. Helping others
2. Clearly-defined responsibilities
3. Interesting work
4. Competence of supervisor
5. Supervisor guidance
6. Seeing results of my work
7. Working with a respected community organization
8. Reasonable work schedule
9. Doing the things I do best
10. Suitable workload
11. Freedom to decide how to get work done
12. Chance to make friends
13. Pleasant physical surroundings

## NINTH OF A SERIES

14. Opportunity to develop special skills/abilities
15. Challenging problems to solve
16. Convenient travel to and from volunteer work
17. Opportunity to work with professional staff
18. Volunteer recognition
19. Adequate reimbursement for out-of-pocket expenses
20. Chance to move to paid employment

Of course, with the mobile nature of our society, the increasing interest in short-term volunteering, high school community service requirements and corporate group volunteering, retention isn't always possible or even desirable.

Sometimes the people who want to stay are really the people who should leave: those people who continue to volunteer out of habit rather than desire, are unwilling to improve or update their job performance, or who are overly-invested in the program or clients and cross boundaries or upset the balance between helping others and helping themselves.

Striving for retention won't benefit the program in these cases—being comfortable letting people leave, will.

For the most part, though, investing in retention is investing in program. It reduces recruitment, endless screening and retraining. And long-term volunteers often have a high investment in the organization's mission.

## Go Direct Partners Applauded

Sara Monroe, State Program Specialist with the Illinois Corporation for National and Community Service Program Office, represented the Corporation at the Go Direct Recognition Luncheon. U.S. Treasurer Anna Escobedo Cabral attended the luncheon to formally thank the partners for their support on a successful pilot program. The Go Direct campaign is a pilot program sponsored by the U.S. Treasury and the Federal Reserve Bank to increase the number of individuals receiving their federal benefits via direct deposit. The Illinois Corporation Office provided guidance and assistance in identifying potential community partners to help with the educational outreach. AmeriCorps\*VISTA and Senior Corps programs provided numerous volunteers to help conduct information sessions throughout the pilot period. For more information please visit [www.godirect.org](http://www.godirect.org).



*Sara Monroe, Illinois Corporation for National and Community Service, accepts a certificate from U.S. Treasurer Anna Escobedo Cabral (right).*



# TRAINING & PROFESSIONAL DEVELOPMENT *opportunities*

## Volunteer Management/Program Development

National Conference on Community Volunteering  
Washington DC

**August 4-6, 2005**

*Sponsored by: Volunteer Center National Network, Points of Light Foundation and the Corporation for National and Community Service*  
[www.pointsoflight.org/programs/conference/](http://www.pointsoflight.org/programs/conference/)

Volunteer Management Training  
Chicago

*Illinois Volunteer Management Certificate Opportunity*  
**September 14 & 21, 2005**

*Sponsored by: Community Resource Network*  
[volunteercenter@communityresourcenetwork.org](mailto:volunteercenter@communityresourcenetwork.org) or 312-491-7820

Southern Illinois Volunteerism Conference  
Carterville

**October 12, 2005**

*Sponsored by: Organizations in Southern Illinois and across the state*

## National Service

*For INFORMATION on any of the events listed below, contact The Illinois Commission on Volunteerism and Community Service.*

1-800-592-9896 or 217-557-4640 (TDD)

## AmeriCorps Program Director Meeting

Springfield

**August 29-31, 2005**

## AmeriCorps Opening Day Ceremonies

Bloomington

**October 26, 2005**

## Management Training Certificate Program Offered

Illinois Volunteer Centers and the Community Resource Network are offering training based on the Volunteer Management Training Series developed by the Points of Light Foundation and the Volunteer Center National Network. This training is exclusively for Volunteer Centers that are members of the Volunteer Center National Network. Employee group volunteer issues will be incorporated in the training.

Through the Illinois Volunteer Management Certificate Program, those who complete all six courses will be eligible to receive a "Certificate of Accomplishment" from the Volunteer Centers of Illinois and the Illinois Commission on Volunteerism and Community Service.

The Community Resource Network has scheduled two trainings in the Chicago area on September 14 and September 21, 2005. Please contact Dwight Okita, Community Resource Network, 300 N. Elizabeth Street, Suite 610-C, Chicago, IL, 60607, or call 312.491.7820 for information. For a training location in your area, please contact your local Volunteer Center.

## Cross-Stream Training a Success

The Illinois Commission on Volunteerism and Community Service (Commission) partnered in May with the Illinois office of the Corporation for National and Community Service (CNCS) to provide two, two-day Cross-Stream trainings in Springfield and Matteson. The training brought Foster Grandparents, Senior Corps, VISTA, AmeriCorps, and Volunteer Centers together.

More than 80 participants attended the training, designed to bring all of the programs under the CNCS together to improve collaboration between agencies. This effort was a huge success and many agencies have taken advantage of the resources that are available to them. The Commission hopes to continue its collaboration efforts, offering valuable training to all agencies.

# AmeriCorps Alum Begins Cross-Country Journey

AmeriCorps Alum Debbie E. Schachner of O'Fallon, Illinois, is taking steps (literally) to build a new library in an economically-struggling African community.

Schachner began a nearly 5,000-mile hike across the United States on May 1 to raise funds for a public library in Timau, Kenya. Her journey will take her from San Francisco to Delaware in an effort to raise funds for the library project. She expects it to take her nearly two years to complete the walk.

Schachner served as a volunteer teacher in Timau from January to October 2003. While teaching children from ages 8 to 18, she saw the need for a public library in the community. She recently left a post as a tutor at Westhaven Elementary

School in Belleville to begin her journey.

During Schachner's trip, she will speak to schools, church groups and service organizations to explain the project and raise funds. Following her trek, Schachner plans to return to Kenya and help with construction of the library. "I cannot walk away from them, so I am walking for them," she said.



She hopes to reach St. Louis sometime next summer, and Belleville AmeriCorps members will walk side-by-side with her through that area.

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## ICOVA Conference Draws Administrators *Volunteers Wanted for 2006*

The Illinois Conference on Volunteer Administration (ICOVA) held its annual conference on May 5-6 at the Oak Brook Marriott. Over 200 volunteer administrators attended workshops on topics ranging from basic skill building to a professional development series on project and task management. Rick Lynch and John Troop, leaders in the volunteer management arena, shared their thoughts about the importance of volunteers for the future of our communities during their keynotes. They also hosted the Volunteer Management Training Series, a certification program designed for those with less than a year or no formal training working with volunteers.

The 2006 conference is May 11-12 at the Oak Brook Marriott. This program is conducted by a committee of volunteers, who are always looking for extra hands and new ideas. If you are interested in being on the committee, please contact Sara Monroe at 312.353.8197 or e-mail [icovaconference@hotmail.com](mailto:icovaconference@hotmail.com).

## Unified State Plan

On June 2, Illinois Commission on Volunteerism and Community Services (Commission) initiated planning for the Unified State Plan (USP) with assistance from two facilitators, Marjorie Jeanchild and Kapila Wewegama. Every three years the Commission is responsible for creating a plan addressing the needs of national services programs under the larger umbrella of volunteerism. Commissioners and representatives from the national service programs worked with program staff on the overall plan.

The project staff will be working with the technical assistants to determine the next steps and project timeline. The first meeting was successful in identifying priorities, including important audiences to reach out to, the types of information to be collected from these audiences, and the best methods to gather the information. It also served as a catalyst for discussion about who to involve and how to include the volunteer community in crafting a meaningful plan.

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## Eastern European Nonprofit Leader Learns About Volunteerism in U.S.

On May 19, Community Resource Network (CRN) welcomed Pawel Jordan, the president of BORIS, the NGO (non-governmental organization) support group for central Poland and the national capital region. This organization provides a wide range of support to Polish NGOs, including consultation, training, information and assistance in fundraising.

During Jordan's three-week tour in the United States, he visited six cities in which he had meetings with nonprofit organizations. The program was sponsored by the U.S. Department of State, and organized locally through the International Visitor Center of Chicago. Jordan's goal for the meeting at CRN was to learn about volunteerism and volunteer management as practiced in the United States.

During his visit, Matthew Kruse, director of corporate partnerships, presented how CRN works with businesses. Its Celebration of Caring program helps establish strategic matches

between businesses and nonprofits. Janice Hurtado, director of board placement, spoke about how CRN matches nonprofits with business volunteers who want to serve on boards.

Kate Zhenzherukha, CRN's intern from Russia (also sponsored by the U.S. Department of State), and Jordan discussed the similarities and differences between volunteerism in Poland and Russia. Zhenzherukha heard about the BORIS organization before coming to the U.S.

"We managed to create the general culture of volunteerism during these 10-15 years in Poland," Jordan said. "Now we should develop the culture of volunteering among companies." The BORIS organization has begun work with international companies in Poland. Jordan believes companies are more open to the concept of volunteering as they develop an understanding of volunteerism through the experiences of their colleagues abroad.

# AmeriCorps Programs Seek Persons With Disabilities

For the past few years, a special initiative of the Illinois Commission on Volunteerism and Community Service (ICVCS) has been to recruit and place potential members with disabilities in AmeriCorps programs throughout Illinois. Activities have included the establishment of a reasonable accommodation system, development of marketing materials, training for program directors on disability-related issues, outreach to over 600 disability agencies in Illinois, and participation in disability conferences, as well as acquiring recruitment brochures and applications in accessible alternative formats.

AmeriCorps members come from a variety of backgrounds, ages, abilities and educational goals. Persons with disabilities have many talents to offer and can be a great asset to Illinois programs.



## *Here is one example of a success story:*

"My name is Sarah Gripper and I am an AmeriCorps member located at the

Illinois Public Health Association. To look at me you would not be able to tell that I am disabled. I look very healthy and can put in a good day's work. However, I have Multiple Sclerosis. Because of this disease I have some left-sided weakness, fatigue and am considered legally blind. The best time for me to get my work done is early in the day because towards the afternoon I start to get tired.

"The Illinois Public Health Association AmeriCorps program has made accommodations that allow me to be a productive member for them and a

The ICVCS is committed to continuing to reach the population of persons with disabilities who would greatly benefit from the opportunities that AmeriCorps can offer. To learn more about this special initiative, please contact the Commission at 1-800-592-9896 or the Illinois Public Health Association at 217-522-5687.

part of the public health workforce. They have arranged a flexible schedule in which I start work early, around 7:00 a.m., and I usually leave around 2:00 p.m., depending on what my level of fatigue is. In addition, through the ICVCS' reasonable accommodation request system, the Association was able to purchase a 19-inch flat screen monitor to help with my sight, which was a suggestion from the optometrist and neuro-opthamologist. The fatigue changes from day to day, but the directors at the Illinois Public Health Association realize my disability and have been very accommodating. The AmeriCorps program and efforts of the Illinois Commission on Volunteerism and Community Service give people like me an opportunity to work at a professional level."



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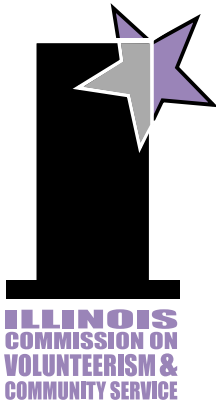
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# UPCOMING ACTIVITIES

July 21	ICVCS Commission Meeting, Chicago and Springfield
October 12	Southern Illinois Volunteerism Conference, Carterville
October 16-22	Kids Care Week
October 20	ICVCS Commission Meeting, Chicago and Springfield
October 22	Make A Difference Day



SERVE Illinois is a publication of the Illinois Commission on Volunteerism and Community Service. Send articles for submission and suggestions to:

SERVE Illinois Editor  
Illinois Commission on Volunteerism and Community Service  
535 W. Jefferson, 3rd Floor, Springfield, IL 62702

Rod R. Blagojevich, Governor  
Carol L. Adams, Ph.D., Secretary  
Illinois Department of Human Services

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